



JUN 18 2009

United States
Department of
Agriculture

Office of the Chief Financial Officer TO: Agency Chief Financial Officers

1400 Independence Avenue, SW FROM: Michael W. Clanton
Associate Chief Financial Officer for Financial Systems
Planning and Management

A handwritten signature in black ink, appearing to read "Michael W. Clanton", is written over the typed name and title of the sender.

Washington, DC 20250 SUBJECT: Transfer of Tier One Help Desk and Agency Advocate Duties

The purpose of this memorandum is to advise you of a transfer of the Financial System Tier One Help Desk and Agency Advocate duties from the Associate Chief Financial Officer for Financial Systems Planning and Management (ACFO-FSPM), Customer Service Division (CSD) to the Associate Chief Financial Officer for Financial Operations, Controller Operations Division (COD). As many of you know, the Department of Agriculture is currently in the process of implementing its new financial management system, Financial Management Modernization Initiative (FMMI). One of COD's critical roles in the Operations and Maintenance (O&M) of FMMI will be the management of the Tier One Help Desk.

This will include providing basic application functional knowledge to assist users with work process steps, addressing issues for systems currently in place, creating and assigning trouble tickets, and acting as liaison between the agencies and Tiers Two and Three supports to resolve issues.

In preparation for this new O & M function CSD is transferring its current Tier One Help Desk and Agency Advocate duties to COD. Over the past four months CSD and COD have been working together to ensure a smooth transition of duties and will be ready to complete the transfer of duties effective July 1, 2009. Agencies will continue to contact the Help Desk and submit Remedy tickets via the internet, email, or phone call. The Help Desk web address, email address, and telephone number has not changed. Agencies may contact the Help Desk at 1-877-243-3072 or 1-504-426-5695. The COD Agency Advocates will continue to hold the monthly customer support meetings to review open Remedy tickets. Please see the attached list of your new COD Agency Advocates.

CSD will continue to support its agency customers as a Tier Two Help Desk support. CSD will also be focused on leading agency implementations into FMMI, performing quality assurance testing on the new FMMI application and its interfaces to the corporate and agency-specific feeder systems, and developing software requirements for any future government-wide mandated, departmental, or agency-specific enhancements to ACFO-FSPM managed systems.

If you have questions regarding this memorandum, please feel free to contact Telisa Macdonald at 504-426-5611.

cc: Burt Duvernay, OCFO
Kay Levy, OCFO
Peggy Javery, OCFO
John Brewer, OCFO
Alva Chase, COD
Charles Wallace, COD

Attachment

Attachment

OCFO, Controller Operations Division

Administrative Payments Branch

Customer Resolution Center (CRC)

Agency Advocates as of 5/21/2009

Agency ABBR	Agency Number	Advocate	Phone Number	e-mail
AMS	02	Joann Edwards	(504) 426-5306	joann.edwards@usda.gov
APHIS	34	Joann Edwards	(504) 426-5306	joann.edwards@usda.gov
ARS	03	Kathy Conneen	(504) 426-5304	kathy.conneen@usda.gov
CSREES	22	Robin Domino	(504) 426-5314	robin.domino@usda.gov
FS	11	Kathy Conneen	(504) 426-5304	kathy.conneen@usda.gov
FAS	10	Beryl Taylor	(504) 426-5322	beryl.taylor@usda.gov
FNS	30	Beryl Taylor	(504) 426-5322	beryl.taylor@usda.gov
ERS	18	Alishia Woods	(504) 426-5326	alishia.woods@usda.gov
FSA	FA	Joann Edwards	(504) 426-5306	joann.edwards@usda.gov
FSIS	37	Barrin Davis	(504) 426-5324	barrin.davis@usda.gov
GIPSA	36	Michelle Evans	(504) 426-5334	michelle.evans@usda.gov
NASS	20	Robin Domino	(504) 426-5314	robin.domino@usda.gov
NRCS	16	Michelle Evans	(504) 426-5334	michelle.evans@usda.gov
OIG	23	Barrin Davis	(504) 426-5324	barrin.davis@usda.gov
RD	07	Alishia Woods	(504) 426-5326	alishia.woods@usda.gov
RMA	08	Michelle Evans	(504) 426-5334	michelle.evans@usda.gov

Agency ABBR	Agency Number	Advocate	Phone Number	e-mail